



September 2016

Dear Austin resident,

Have you ever thought of yourself as a customer of government services? In the City of Austin, customer input helps us improve our services and meet our mission of becoming the Best Managed City in the country. Please take this opportunity to tell your City Council Members and City of Austin administrators what you think of the services provided by the Austin city government.

Please take a few minutes and tell us about:


- Your opinions of City programs, services and City staff, and
- Your preferences about how City officials should prioritize our programs and services.

Your household has been randomly selected to receive this survey and only a small percentage of Austin residents receive it. Your input and participation are an important part of the City's planning efforts. Your individual responses will remain anonymous.

If you have any questions regarding this survey or would like to discuss the questions asked, please call the City of Austin Office of Performance Management at (512) 974-2610.

In the next few days, please answer the questions and return the completed questionnaire in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. The ETC Institute's DirectionFinder® services will compile your responses for analysis and also provide comparison satisfaction ratings from our peer cities. Once completed, we will present the compiled results to the City Council and public, and they will also be published on our website, [www.austintexas.gov](http://www.austintexas.gov).

*Your input is extremely important!* Thank you very much for taking the time to share your thoughts with us.



Marc A. Ott  
City Manager

La ciudad de Austin quiere saber que tan bien esta proporcionando servicios a la comunidad, así que le esta pidiendo su opinión. ¡Su opinión es importante! Sus respuestas individuales serán anónimas. Si usted prefiere hacer la encuesta en Español, por favor llame gratis al (844) 811-0411 y hable con Chris Tatham. Necesitamos recibir sus respuestas en los próximos días. Muchas gracias.

Các thành Phố Austin đang tiến hành một cuộc khảo sát để lấy ý kiến của người dân về chất lượng dịch vụ của thành phố. Phản hồi của bạn là quan trọng, và phản ứng của bạn sẽ được giữ bí mật. Nếu bạn muốn hoàn thành việc điều tra bạn có thể làm như vậy bằng cách gọi số điện thoại miễn phí 1-844-811-0411. Cảm ơn bạn.

奧斯汀市正在進行一項調查，以獲取居民對城市服務品質的反饋。您的回饋意見对我们很重要，我們將予以保密。如果您希望使用中文完成調查，請免費撥號 1-844-811-0411。謝謝您的參與！

# 2016 City of Austin Community Survey

Thank you for taking the time to complete this important survey. Please circle the response that most closely matches your opinion. **YOUR RESPONSES WILL REMAIN ANONYMOUS.** When you are finished, please return your survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

1. Perceptions of the Community		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	The City of Austin as a place to live	5	4	3	2	1	9
2.	The City of Austin as a place to raise children	5	4	3	2	1	9
3.	The City of Austin as a place to work	5	4	3	2	1	9
4.	The City of Austin as a place to retire	5	4	3	2	1	9
5.	Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
6.	Overall quality of life in the city	5	4	3	2	1	9
7.	How well the City of Austin is planning growth	5	4	3	2	1	9
8.	Overall quality of services provided by the City of Austin	5	4	3	2	1	9

2. Overall Satisfaction with Major City Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
2.	Overall quality of city libraries	5	4	3	2	1	9
3.	Overall quality of public safety services (i.e. police, fire and ambulance)	5	4	3	2	1	9
4.	Overall quality of municipal court services (i.e. traffic and parking ticket processing, misdemeanor court cases, fine collection)	5	4	3	2	1	9
5.	Overall quality of the Austin-Bergstrom International Airport	5	4	3	2	1	9
6.	Overall quality of drinking water provided by Austin Water	5	4	3	2	1	9
7.	Overall quality of wastewater services provided by Austin Water	5	4	3	2	1	9
8.	Overall quality of electric utility services provided by Austin Energy	5	4	3	2	1	9
9.	Traffic flow on major highways (Ex. IH-35, Mopac Expy, US-183, Loop 360, SH-71)	5	4	3	2	1	9
10.	Traffic flow on major city streets (Ex. Congress Ave., Lamar Blvd., South First St., Burnet Rd., Parmer Lane, Riverside Drive, etc.)	5	4	3	2	1	9
11.	Overall maintenance of major city streets	5	4	3	2	1	9
12.	Overall maintenance of city sidewalks	5	4	3	2	1	9
13.	Overall management of stormwater runoff	5	4	3	2	1	9
14.	Overall effectiveness of communication by the City of Austin	5	4	3	2	1	9
15.	Overall quality of health and human services provided by the City (social services, public health services, and restaurant inspections)	5	4	3	2	1	9
16.	Overall quality of planning and zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	5	4	3	2	1	9
17.	Overall quality of development review, permitting and inspection services	5	4	3	2	1	9
18.	Animal services (shelter, adoptions, animal control, etc.)	5	4	3	2	1	9

3. Which FOUR of the items in Question #2 do you think are MOST IMPORTANT for the City to provide? [Write in the numbers below using the numbers from the list in Question 2].

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_ 4<sup>th</sup>: \_\_\_\_\_

<b>4. Feeling of Safety</b>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please rate your level of agreement with the following statements:							
1.	I feel safe in my neighborhood during the day	5	4	3	2	1	9
2.	I feel safe in my neighborhood at night	5	4	3	2	1	9
3.	I feel safe in city parks	5	4	3	2	1	9
4.	I feel safe walking alone downtown during the day	5	4	3	2	1	9
5.	I feel safe walking alone downtown at night	5	4	3	2	1	9

<b>5. Transportation Infrastructure</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Condition of major city streets (Congress Ave., Lamar, South First, Burnet, etc.)	5	4	3	2	1	9
2.	Condition of streets in your neighborhood (residential streets)	5	4	3	2	1	9
3.	Condition of sidewalks in your neighborhood (if sidewalks exist)	5	4	3	2	1	9
4.	Timing of traffic signals on city streets	5	4	3	2	1	9
5.	Adequacy of street lighting in your community	5	4	3	2	1	9
6.	Pedestrian accessibility (Availability and level of convenience of sidewalks and crosswalks)	5	4	3	2	1	9
7.	On-street bicycle accessibility (The City's bicycle lane system/network)	5	4	3	2	1	9
8.	Off-street bicycle accessibility (The City's urban trail network)	5	4	3	2	1	9
9.	Mowing and trimming along city streets	5	4	3	2	1	9

- 6. Which THREE of the items listed above in Question #5 do you think are MOST IMPORTANT for the City to provide?** [Write in the numbers below using the numbers from the list in Question 5 above].

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

<b>7. Public Safety Services</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
<b>Police Services</b>							
1.	Overall quality of police services	5	4	3	2	1	9
2.	Speed of emergency police response (How quickly police respond to emergencies)	5	4	3	2	1	9
3.	Enforcement of local traffic laws	5	4	3	2	1	9
<b>Fire and Emergency Medical Services (EMS)</b>							
4.	Overall quality of fire services	5	4	3	2	1	9
5.	Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	5	4	3	2	1	9
6.	Medical assistance provided by EMS (Overall quality of ambulance services)	5	4	3	2	1	9
7.	Timeliness of EMS response to emergency location	5	4	3	2	1	9

- 8. Which TWO of the public safety services listed above in Question #7 do you think are MOST IMPORTANT for the City to provide?** [Write in the numbers below using the numbers from the list in Question 7 above].

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

<b>9. Environmental Services</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Water and wastewater utility response time to emergencies	5	4	3	2	1	9
2.	Water Conservation programs within Austin	5	4	3	2	1	9
3.	Energy Conservation program	5	4	3	2	1	9
4.	The water quality of lakes and streams	5	4	3	2	1	9
5.	Flood control efforts	5	4	3	2	1	9

**10. Which TWO of the environmental services listed above in Question #9 do you think are MOST IMPORTANT for the City to provide?** [Write in the numbers below using the numbers from the list in Question 9 above].

1<sup>st</sup> : \_\_\_\_\_ 2<sup>nd</sup> : \_\_\_\_\_

<b>11. Recreation and Cultural Services</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Number of city parks	5	4	3	2	1	9
2.	Number of walking/biking trails	5	4	3	2	1	9
3.	Appearance of park grounds in Austin	5	4	3	2	1	9
4.	Overall quality of parks and recreation programs offered by the Austin Parks Department	5	4	3	2	1	9
5.	Quality of <b>youth</b> athletic programs offered by the City	5	4	3	2	1	9
6.	Quality of <b>adult</b> athletic programs offered by the City	5	4	3	2	1	9
7.	Quality of outdoor athletic fields	5	4	3	2	1	9
8.	Safety in city parks and park facilities	5	4	3	2	1	9
9.	Overall satisfaction with city swimming pools	5	4	3	2	1	9
10.	Satisfaction with aquatic programs	5	4	3	2	1	9
11.	Quality of facilities, such as picnic shelters and playgrounds, at city parks	5	4	3	2	1	9
12.	Cleanliness of library facilities	5	4	3	2	1	9
13.	Library programs	5	4	3	2	1	9
14.	Materials at libraries	5	4	3	2	1	9
15.	Library hours	5	4	3	2	1	9

**12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are MOST IMPORTANT for the City to provide?** [Write in the numbers below using the numbers from the list above].

1<sup>st</sup> : \_\_\_\_\_ 2<sup>nd</sup> : \_\_\_\_\_ 3<sup>rd</sup> : \_\_\_\_\_

<b>13. Residential and Neighborhood Services</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Quality of residential garbage collection	5	4	3	2	1	9
2.	Quality of residential yard waste collection	5	4	3	2	1	9
3.	Quality of residential curbside recycling services	5	4	3	2	1	9
4.	Household hazardous waste disposal service	5	4	3	2	1	9
5.	Bulky item pick-up/removal services	5	4	3	2	1	9
6.	Reliability of your electric service	5	4	3	2	1	9
7.	Safety of your drinking water	5	4	3	2	1	9
8.	Cleanliness of city streets and public areas	5	4	3	2	1	9
9.	Cleanliness of your neighborhood	5	4	3	2	1	9
10.	Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	5	4	3	2	1	9
11.	Enforcement of local codes and ordinances	5	4	3	2	1	9

**14. Which THREE of the residential and neighborhood services listed in Question #13 do you think are MOST IMPORTANT for the City to provide?** [Write in the numbers below using the numbers from the list in Question 13].

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

<b>15. Customer Service</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Austin Energy customer service	5	4	3	2	1	9
2.	Water and wastewater utility customer service	5	4	3	2	1	9
3.	Helpfulness of library staff	5	4	3	2	1	9
4.	Overall quality of customer service provided by the City of Austin	5	4	3	2	1	9
5.	Services provided by the City's 3-1-1 assistance telephone number	5	4	3	2	1	9
6.	Review services for residential and commercial building plans	5	4	3	2	1	9

<b>16. Other City Services</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
1.	Availability of affordable housing for low/moderate income families	5	4	3	2	1	9
2.	The City's efforts to offer financial literacy/homebuyer education	5	4	3	2	1	9
3.	City's effort to promote and assist small, minority and/or women-owned businesses	5	4	3	2	1	9
4.	Shot for Tots and Big Shots program (immunizations)	5	4	3	2	1	9
5.	Food Safety Inspection program	5	4	3	2	1	9
6.	Neighborhood planning/zoning efforts	5	4	3	2	1	9
7.	Accessibility of municipal court services	5	4	3	2	1	9
8.	The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	5	4	3	2	1	9

<b>17. Usage of City Services and Facilities</b>		YES	NO	Don't Know
Please indicate if you did any of the following activities during the past 12 months by circling YES or NO:				
1.	Have you visited an Austin City park?	1	2	9
2.	Have you participated in a City of Austin recreation program/event?	1	2	9
3.	Have you visited an Austin library facility?	1	2	9
4.	Have you visited a City pool?	1	2	9
5.	Have you visited a City recreation center?	1	2	9
6.	Have you had contact with the City of Austin Municipal Court?	1	2	9
7.	Have you had contact with the City for Code Enforcement?	1	2	9
8.	Have you visited the Austin-Bergstrom International Airport?	1	2	9
9.	Have you called 3-1-1?	1	2	9
10.	Have you called 9-1-1?	1	2	9
11.	Have you had contact with the Austin Police Department?	1	2	9
12.	Have you had contact with the Austin Fire Department?	1	2	9
13.	Have you had contact with the Emergency Medical Services Department?	1	2	9
Please indicate if you receive services from the following organizations:				
14.	Does Austin Energy provide your electric service?	1	2	9
15.	Does the City of Austin collect garbage at your residence?	1	2	9
16.	Does the City of Austin provide your home with water and wastewater services?	1	2	9

18. Using a scale of 1 to 5, where 1 means “strongly disagree” and 5 means “Strongly Agree,” please rate your level of agreement with the following statement: **“Employees of the City of Austin are ethical in the way they conduct City business.”**

\_\_\_(1) Strongly DISAGREE  
\_\_\_(2) DISAGREE  
\_\_\_(3) Neutral  
\_\_\_(4) AGREE  
\_\_\_(5) Strongly AGREE  
\_\_\_(9) Don't Know

### **Demographics**

Our last questions are about you and your household. Your individual responses will remain anonymous.

19. Approximately how many years have you lived in the City of Austin? \_\_\_\_\_ years

20. Which of the following best describes your AGE?

\_\_\_(1) 18-24 years  
\_\_\_(2) 25-34 years  
\_\_\_(3) 35-44 years  
\_\_\_(4) 45-54 years  
\_\_\_(5) 55-64 years  
\_\_\_(6) 65+ years

21. How many dependents (including yourself) did your household claim on its most recent federal taxes?

\_\_\_\_\_ people

22. Which of the following best describes your RACE? (Check all that apply)

\_\_\_(1) African American/Black  
\_\_\_(2) American Indian  
\_\_\_(3) Asian/Pacific Islander  
\_\_\_(4) Caucasian/White  
\_\_\_(5) Other: \_\_\_\_\_

23. Are you Hispanic, Latino, or of other Spanish ancestry? \_\_\_(1) Yes \_\_\_(2) No

24. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?

\_\_\_(1) less than \$20,000  
\_\_\_(2) \$20,000 - \$39,999  
\_\_\_(3) \$40,000 - \$59,999  
\_\_\_(4) \$60,000 - \$79,999  
\_\_\_(5) \$80,000 - \$149,999  
\_\_\_(6) \$150,000 or more

25. What is your gender identity? \_\_\_(1) Male \_\_\_(2) Female \_\_\_(3) Other \_\_\_\_\_

26. Do you own or rent your home? \_\_\_(1) Own \_\_\_(2) Rent

27. What is your HOME zip code? \_\_\_\_\_

[OPTIONAL] If there was ONE thing you could share with the Mayor regarding the City of Austin (any comment, suggestion, etc.), what would it be? (Please write your idea below)

\_\_\_\_\_

**INTEREST IN A FOCUS GROUP.** *If you would be willing to participate in a focus group sponsored by the City of Austin to discuss some of the issues addressed in this survey, please provide your contact information below.*

Your Name: \_\_\_\_\_ Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**  
**Please return your survey in the postage-paid envelope addressed to ETC Institute**

Your responses will remain anonymous. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information.